



IRRIGATION AUTHORITY

Irrigation: Making water work for Agriculture



CUSTOMER CHARTER

I. PURPOSE OF THIS CUSTOMER CHARTER

This Customer Charter sets out our service delivery approach and commitment to the small planters benefiting from public sector irrigation, their rights and responsibilities and complaints resolution. The charter is the public expression of our commitment to planters.

Our customers should know:

- what we do
- how to contact us
- the type of service they can expect
- their basic rights and responsibilities, and
- how to give us feedback

II. ABOUT THE IRRIGATION AUTHORITY

The Irrigation Authority (IA) was established as a parastatal body under the provisions of the Irrigation Authority Act No.39 of 1978. It was created under the aegis of the then Ministry of Agriculture and Natural Resources, now the Ministry of Agro Industry & Food Security.



Solid Set Irrigation

III. VISION OF THE IRRIGATION AUTHORITY

The Irrigation Authority will be a model organization which will be trusted and respected by the planters. It will respond to the water needs of all the dry and semi-dry regions and create the right framework for sound water management.

IV. MISSION OF THE IRRIGATION AUTHORITY

Our principal mission is to provide a quality service to the Planters' Community. Through our shared commitment, we will serve professionally with a view to improving the welfare of the planters.

V. OUR OBJECTIVES

The overall objects of the Authority as defined by the Irrigation Authority Act No. 39 of 1978 are:

- (a) to study the development of irrigation;
- (b) to implement and manage irrigation projects in every irrigation area and to do all other acts incidental thereto, and;
- (c) to undertake research into the optimum use of water.

VI. OUR STRATEGIES

Our strategies to meet the requirements of the planting community include among others:

- Increasing water storage capacities through construction of several small impounding dams and diversion weirs on rivers to harness flood flows.
- Providing support to continued expansion of further storage capacities through construction of much bigger dams.
- Investigating for surface and underground water resources to encourage the implementation of small-scale irrigation schemes in the rainfed deficit areas islandwide.
- Looking into the possibility of making use of recycled wastewater for irrigation purposes.
- Introducing modern concepts and adoptions of appropriate technologies towards design, operation and maintenance of different types of irrigation systems.
- Rehabilitation and consolidation of existing irrigation networks and schemes for a more judicious and efficient use of available water resources.

VII. OUR ACTIVITIES

The main activities of the Irrigation Authority include:

- (a) to identify irrigable lands, determine potential sources of water and carry out feasibility studies for new irrigation projects;
- (b) to investigate plan, design, construct and supervise implementation of irrigation projects;
- (c) to operate and maintain irrigation projects and to do all acts incidental thereto;
- (d) to conduct and co-ordinate field research and investigation on the optimum use of water for irrigation;
- (e) to formulate policies relating to irrigated agriculture;
- (f) to monitor and evaluate ongoing irrigation projects;
- (g) to modernize and upgrade old schemes so as to improve service to the small planters;
- (h) to train small planters on different methods of irrigation and use of irrigation equipment;
- (i) to provide support to Water Users' Associations and Cooperative Societies for the proper running of irrigation operations



Drip Irrigation

VIII. OUR COMMUNICATION STRATEGY

A. OUR HEAD OFFICE

Irrigation Authority,
5th floor, Fon Sing Building,
12, Edith Cavell Street, Port Louis, Mauritius.
Telephone No. (230) 210 6596
Fax No. (230) 212 7652
Email address: irrig@intnet.mu



Filter Station for Drip

B. OUR DEDICATED PHONE LINE

The Irrigation Authority offers a dedicated phone line on telephone number (230) 266 8175 to the planters of the Northern Plains Irrigation Projects (Stage 1, Phases I and II) at its main sub office of Plaine des Papayes. This phone line allows planters to make their requests and complaints and obtain information within least delay.

C. IMPORTANT PHONE NUMBERS

Planters can also reach our key staff on these phone numbers:

<i>Irrigation Authority Head Office</i>	<i>210 6596</i>
<i>Head of Operations and Maintenance</i>	<i>210 6938 (for information regarding field operations)</i>
<i>Head of Irrigation Planning Unit</i>	<i>210 7103</i>
<i>Head Construction & Supervision</i>	<i>211 8938</i>
<i>Head of Administration</i>	<i>211 9013</i>
<i>Accountant</i>	<i>210 6796</i>
<i>Divisional Irrigation Operation Officer (Small Scale Irrigation Projects - St. Felix, Plaisance (N), Cressonville, Palma East, Arsenal, Belle Mare, Trou D'Eau Douce, Bel Ombre)</i>	<i>210 6596 (for information regarding field operations)</i>
<i>Divisional Irrigation Operation Officer (Northern Plains Irrigation Project)</i>	<i>266 2215 (for information regarding field operations)</i>
<i>Plaine des Papayes Sub office</i>	<i>266 8175 (for information regarding field operations)</i>
<i>Riviere du Rempart Sub office</i>	<i>471 0845 (for information regarding field operations)</i>
<i>Souvenir Sub office</i>	<i>243 3267 (for information regarding field operations)</i>

IX. INTERRUPTION OF IRRIGATION WATER SUPPLY

A. Planned closing down of irrigation

In case of planned closedown of irrigation, we shall inform the planters concerned in advance through press communiqué. Times and dates of closedown shall be communicated to the planters.

B. Emergency closedown

Emergency closedown as a result of unforeseen pipe/pump breakdown will be notified to the planters or representatives of Water Users Cooperative Societies by phone and through press communiqué.

X. OUR COMPLAINT PROCEDURES

A planter can register a complaint over the phone, in writing or by calling in person at our Head office or any Regional Sub offices. Our officers responsible for the region will register his complaints and inform them of action taken within reasonable time either in writing, or on telephone or through field visits.

Suggestion boxes are also available at our Head office and Sub-Offices (Plaine des Papayes, Riviere du Rempart and Souvenir).



Western Coast Canal System

XI. GENERAL INFORMATION

We will help you by:

Making it easy to access our services:

- providing a range of ways you can contact us

Giving you personal service:

- identifying ourselves when we talk with you
- being friendly, helpful, respectful and sensitive to your individual needs
- listening carefully to your complaints
- having an Officer (Irrigation Operation Officer, Field Officer or Social Facilitator), familiar with your situation, who can be your on-going point of contact to help you with any clarification about irrigation activities in your field.

Getting it right:

- providing accurate and consistent information
- providing information that is easy to understand
- explaining the things you need to know and making it clear what you need to do.

Giving you prompt and efficient service:

- making a decision quickly once we have all the information we need to make that decision
- making an appointment for you to visit us or for us to phone you at a time that suits you.

XII. PLANTERS RIGHTS AND OBLIGATIONS

A. You can help us by:

- phoning us first if you have any problem in your field
- having relevant documents ready when you talk or meet with us
- preferably making an appointment when you come to our office
- treating our staff with courtesy
- signing wayleave agreement when our officer contacts you
- denouncing thefts and vandalisms occurring in projects of IA.



Center Pivot Irrigation

B. You have the right to:

- receive fair and unbiased assistance
- receive an explanation of the reasons for our decisions
- receive an account number if you contact us by phone and we need to access your records
- ask for a review of a decision if you think it is incorrect
- see your personal information
- have your privacy respected and information about you kept confidential
- give us feedback about our service, including making a complaint.

C. You need to:

- tell us as soon as you know that your circumstances are about to change e.g. your address or land ownership etc.
- reply to our requests on time
- meet any Mutual Obligation requirements for the services you are receiving (e.g payment of irrigation dues).

D. Other Rights and obligations

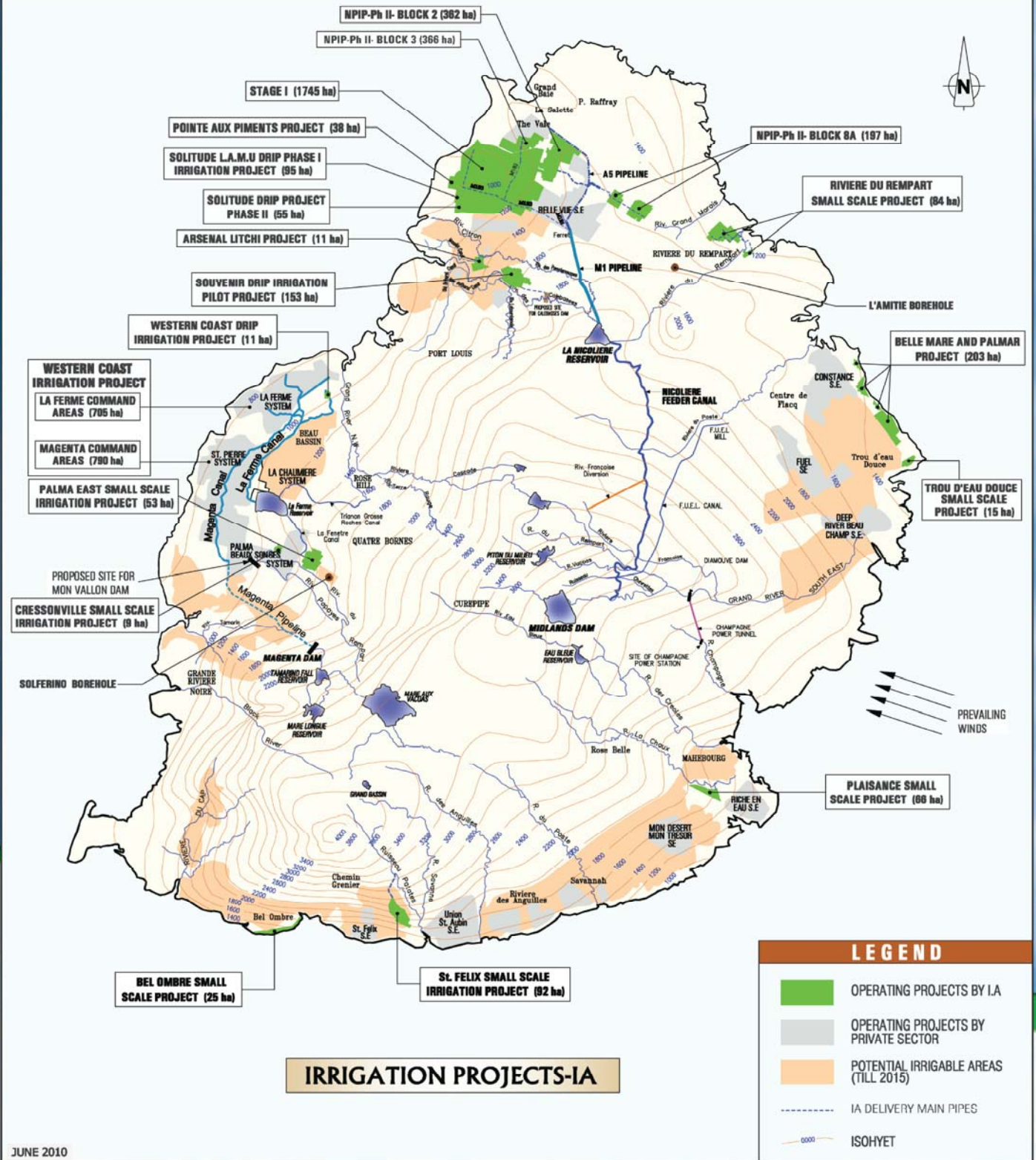
- ▷ Planters should pay their irrigation dues in time through brokers or Cooperative Societies or Mauritius Sugar Syndicate for sugar cane growers and directly to the Irrigation Authority for vegetable growers;
- ▷ Planters should maintain the access roads to their fields in good running conditions and keep them free from lorry baskets or other equipment. Lodged canes should be properly tied up to prevent damages during irrigation operation;
- ▷ Planters should refrain from driving under centerpivots and keep wheel tracks free from any obstacles;
- ▷ Planters should reinstate wheel tracks of pivots after land preparation
- ▷ Planters should not tamper with any irrigation infrastructure be it gate valves, air valves, pressure relief valves, irrigation hydrants, centerpivots or any chambers within boundaries of irrigation projects as they may be liable to prosecution;
- ▷ Planters should be aware that anyone caught pilfering with Irrigation Authority's network to steal water is liable to prosecution;
- ▷ Planters should inform the Irrigation Authority on 210 6596 (during office hours) or **266 8175** (during and outside office hours) of any cases of illegal water stealing from the Irrigation Authority's pipe network;
- ▷ Planters should inform the Irrigation Authority in writing of any change of ownership by sending copies of title deeds or registered lease agreements.



Pipe connection by planter



IRRIGATION AUTHORITY



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